



**DEALER SYSTEM GUIDE**  
**Quick Guide to Registration**



### **Completing a CARS Rebate Application**

#### **Scope**

This procedure covers how to:

- register in the CARS system
- logon to CARS

This guide only covers the registration and logon process, if you need information on the transaction process, please reference the “Quick Guide to a Transaction Submission” on the User Guides section at <http://www.cars.gov/dealersupport/user-guide>.



### Policy and General Instructions

**Supporting Documentation** is required to be provided to the CARS program when the invoice is submitted. These are to be provided in electronic format as Adobe Acrobat Reader Files – PDF or Image files – PDF, TIF or JPG.

**Pop-up Blockers** will interfere with the CARS system. Please turn off any active pop-up blockers in your web browser before proceeding to registration.

Do not use your **Browser Back Button** or **Browser Forward Button** in the CARS system to navigate to another screen. Instead, use provided links on each screen to navigate within the CARS system.

When entering data into the CARS system, the following Rules apply:

- Fields with asterisks (\*) preceding them are required or mandatory information.
- Commas are only used to separate fields from one another (not included in address fields).
- All fields are required to be filled out completely and accurately prior to submittal.
- Car dealers have the ability to enter transactions in draft state and save data while working on a transaction.



```

graph TD
    START([START]) --> CDR1[Car Dealer]
    CDR1 --> ISPR1[iSupplier Portal CARS Registration]
    ISPR1 --> CRR[Completing CARS Registration]
    CRR --> ESCA[ESC Approver]
    ESCA --> CDR2[Car Dealer]
    CDR2 --> ISPR2[iSupplier Portal]
    ISPR2 --> NHTSA[NHTSA Approver Levels 1 & 2]
    NHTSA --> CDR3[Car Dealer]
    CDR3 --> SFI[Searching for an Invoice]
    SFI --> CDR4[Car Dealer]
    CDR4 --> CI[Completing an Invoice]
    CI --> CDR5[Car Dealer]
    CDR5 --> CCL[Completing a CARS Login]
    CCL --> CDR6[Car Dealer]
    CDR6 --> END([END])
    
    CDR6 --> AP{APPROVED?}
    AP -- YES --> CDR7[Car Dealer]
    CDR7 --> END
    AP -- NO --> SFI
  
```

**START**

**Car Dealer**

- Go to CARS registration web site using link provided in registration letter. Sample shown below. (1)
- On registration screen, complete requested registration info. (2)

**iSupplier Portal CARS Registration**

**Completing CARS Registration**

**ESC Approver**

- Upon notification of car dealer request for CARS access, review car dealer request in accordance with NHTSA & ESC policy for CARS program. Internal Std Operating Procedures available for this purpose. (3)
- Verify any additional contacts requested by car dealer during registration. (4)
- Contact car dealer if additional info is required & was not supplied. (5)
- Approve request & bank info. (6)

**Car Dealer**

- After required approvals, receive URL, User ID, & password via email. (7)
- Logon to CARS Invoice Entry web site using link provided. (8)

**iSupplier Portal**

**NHTSA Approver (Levels 1 & 2)**

- Review invoices in accordance with CARS Act policy. Internal Std Operating Procedures available for this purpose. Verify: (12)
- Approve or reject invoice. (13)

**Car Dealer**

- Log off CARS system. Select (M) Logout. (11)

**Searching for an Invoice**

**Car Dealer**

- After your invoice is submitted, you can search for it in CARS system to view status or to find a saved invoice to complete. (10)

**Completing an Invoice**

**Car Dealer**

- Enter a CARS invoice. (9)

**Completing a CARS Login**

**Car Dealer**

- Receive email notification of approval or rejection of your invoice after NHTSA has reviewed invoice. (14)

**APPROVED?**

**YES**

**Car Dealer**

- Receive a payment. About 10 days later, NHTSA will issue a financial credit to your account in financial institution you listed in your application. (19)

**END**

**Car Dealer**

- Review email message, which describes reasons invoice was rejected. (15)
- Logon to CARS system. (16)
- Search for your invoice. (17)
- Make corrections to invoice or supply missing info. (18)



On the CARS Dealer Support site, click on the Register button to launch the iSupplier Portal.

The screenshot displays the CARS Dealer Support website. At the top, the CARS logo and "car allowance rebate system" are visible. The main content area is titled "Dealer Support" and includes a welcome message from NHTSA. Below this, "Step 1" is outlined, detailing the registration process. A "Click Here" link is provided at the bottom of the text. On the right side, a vertical column of buttons is shown: "SUPPORT HOMEPAGE", "REGISTER" (circled in red), "USER GUIDE", "REQUIRED FORMS", "FUELECONOMY.GOV", and "DISPOSAL & SALVAGE".

**CARS**  
car allowance rebate system

### Dealer Support

Welcome to the Car Allowance Rebate System (CARS). Bookmark this page – it is your resource and gateway for participation in the CARS program. At the National Highway Traffic Safety Administration (NHTSA), our goal is to ensure that you and your staff are well-equipped to help the American consumer take advantage of this program.

**Step 1**

By now, you should have received your letter from NHTSA containing a unique Authorization code. That Authorization Code allows you to complete your registration. If you are authorized to sell more than one brand of vehicle, you were mailed a separate letter for each brand. You must register separately for each new vehicle brand.

The registration completion process happens in three steps, and you will be notified by e-mail as each one is completed. First, you will receive a registration confirmation e-mail. Secondly, you will receive an account activation notification e-mail, and, lastly, you will receive a bank approval e-mail from the CARS system. This process will take 2-3 business days.

[Click Here](#) to complete your registration.

[SUPPORT HOMEPAGE](#)

[REGISTER](#)

[USER GUIDE](#)

[REQUIRED FORMS](#)

[FUELECONOMY.GOV](#)

[DISPOSAL & SALVAGE](#)



Your franchise number is supplied by your OEM and the authorization code is on your registration letter.

1. Enter Registration Information. See explanation of each field below.

2. Select Continue.

Information entered on this screen is validated. If the information provided in these fields is not valid, you will not be able to proceed to the next step.

**ORACLE® iSupplier Portal** Close Preferences

**Prospective Dealer Registration**  
\* Indicates required field Continue

**Dealership Details**

\* Tax Identification Number 999999999  
\* Franchise Number XXXXX  
\* Authorization Code XXXXXXXXXXXXXXXX

**Contact Information**  
Please note that the email entered will be your username to login after registration is approved

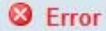
\* Email JJS@domain.com  
\* First Name John  
\* Last Name Smith  
\* Phone Area Code 405  
\* Phone Number 123-1234  
Phone Extension 517

Continue

**Privacy Statement** Close Preferences Copyright (c) 2006, Oracle. All rights reserved.

REGISTRATION		
Field Name	Comments	Required?
Tax Identification Number	You are required to provide one of the following: Taxpayer ID, Tax Registration Number or Data Universal Numbering System (DUNS) Number. Enter this information without spaces or dashes. It must be exactly 9 digits.	Yes
Franchise Number	Enter dealership franchise number.	Yes
Authorization Code	Enter authorization code provided by NHTSA in registration letter.	Yes
Email	Enter complete email address. Verify accuracy. This is the email address to which all notifications are sent.	Yes
First Name	Enter dealer's first name.	Yes
Last Name	Enter dealer's last name.	Yes
Phone Area Code	Enter area code.	Yes
Phone Number	Enter phone number.	Yes
Phone Extension	Enter extension (if applicable).	No





**Error**

Your registration request cannot be processed as we already have a supplier in our system whose details match those that you have provided. We have notified our contact at this supplier in order that they can get in touch with you if necessary. If you believe this to be an error, you may change your registration details and submit again. Otherwise, click on Close to exit.

If the information provided on the fields is not valid, you will not be able to proceed to the next step. Duplicates are not allowed in the CARS system. If you enter something that has already been entered and saved, you will see the above or a similar message.



## Additional Details

*Note: The CARS system will append a sequence number to Dealer Name to make it unique.*

3. Verify accuracy of information on the Additional Details screen.

At this point you may save the information to come back to at a later time by selecting Save For Later or you may continue with the registration process.

There must be at least one entry in each of the following areas.

- Address Book,
- Contact Directory, and
- Banking Details.

## To update existing information:

4. Select the Pencil icon under update in the Address Book, Contact Directory, or Banking Details sections to make changes to existing information as needed.

**ORACLE® iSupplier Portal** Close Preferences

Prospective Dealer Registration: Additional Details

Back Save For Later Register

Dealer Name: John and Jane Smith Auto Center  
Tax Identification Number: 999999999  
Franchise Number: XXXXX  
Authorization Code: XXXXXXXXXXXXXXXX

**Address Book**

At least one entry is required.

Create

Address Name	Address Details	Purpose	Update	Delete
No results found.				

**Contact Directory**

At least one entry is required.

Create

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓		

**Banking Details**

At least one entry is required.

Create

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

Back Save For Later Register

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**If you want to have more than one user on this account you must enter all the users before hitting register.**



**To enter additional addresses:**  
5. Select Create under Address Book.

**ORACLE®**
iSupplier Portal

Close Preferences

Prospective Dealer Registration: Additional Details

Back

Save for Later

Register

Dealer Name

John and Jane Smith Auto Center

Tax Identification Number

999999999

Franchise Number

XXXXX

Authorization Code

XXXXXXXXXXXXXXXX

Address Book

At least one entry is required.

Create

Address Name	Address Details	Purpose	Update	Delete
No results found.				

Contact Directory

At least one entry is required.

Create

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓		

Banking Details

At least one entry is required.

Create

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

Back

Save for Later

Register

Privacy Statement

Close Preferences

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## Create/Update Address

Enter address Information.  
See explanation of each field below.

6. Select Apply.

You will return to the Additional Details screen.

CREATE ADDRESS		
Field Name	Comments	Required?
Address Name	Enter complete name.	Yes
Country	Select country.	Yes
Address Line 1	Enter first line of address.	Yes
Address Line 2	Enter continuation of address if needed.	No
Address Line 3	Enter continuation of address if needed.	No
Address Line 4	Enter continuation of address if needed.	No
City/Town/Locality	Enter city.	Yes
County	Enter county.	No
State/Region	Enter state.	Yes
Province	Enter province (if applicable).	No
Postal Code	Enter zip code.	Yes
Phone Area Code	Enter area code.	No
Phone Number	Enter phone number.	No
Fax Area Code	Enter fax area code.	No
Fax Number	Enter fax number.	No
Email Address	Enter email address. Verify accuracy.	No
Payment Address	This field is checked by default and cannot be changed.	Display Only



**To enter additional contacts:**  
7. Select Create under Contact Directory.

**ORACLE**
iSupplier Portal

Close Preferences

Prospective Dealer Registration: Additional Details

Back

Save for Later

Register

Dealer NameJohn and Jane Smith Auto Center  
Tax Identification Number999999999  
Franchise NumberXXXXX  
Authorization CodeXXXXXXXXXXXXXXXXX

Address Book

At least one entry is required.

Create

Address Name	Address Details	Purpose	Update	Delete
No results found.				

Contact Directory

At least one entry is required.

Create

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓		

Banking Details

At least one entry is required.

Create

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

Back

Save for Later

Register

Privacy Statement

Close Preferences

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**If you want to have more then one user on this account  
you must enter all the users before hitting register.**

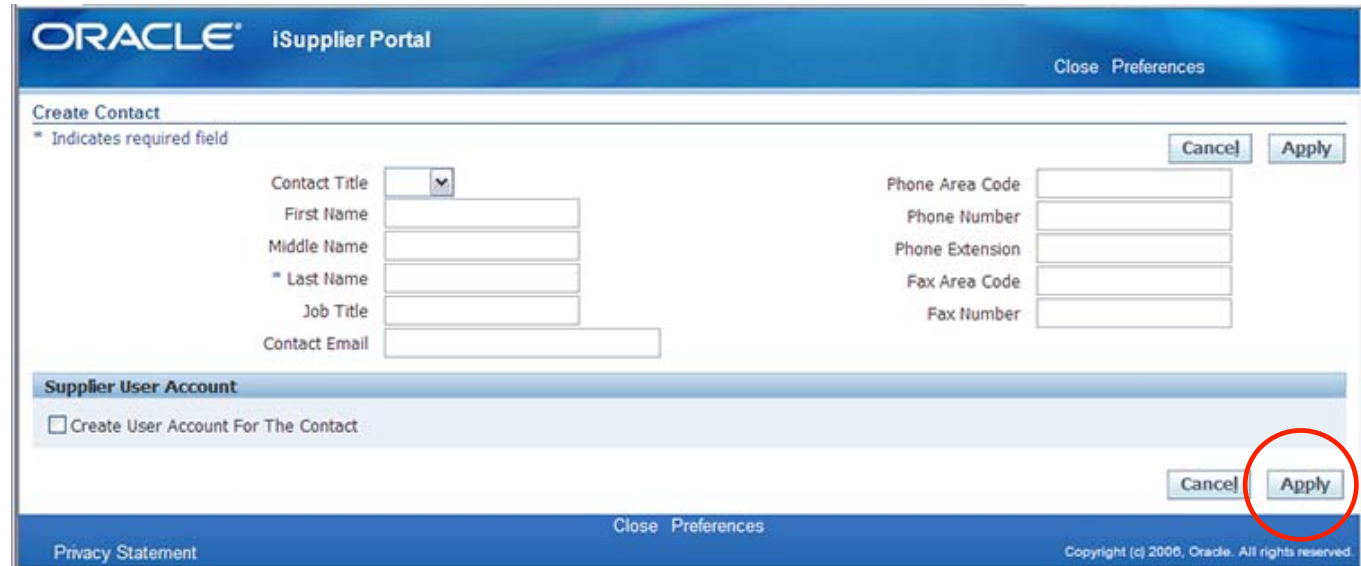


## Create/Update Contact

Enter contact Information.  
See explanation of each field below.

8. Select Apply.

You will return to the  
Additional Details screen.



CREATE CONTACT		
Field Name	Comments	Required?
Contact	Title Select title.	No
First Name	Enter first name.	No
Middle Name	Enter middle name.	No
Last Name	Enter last name.	Yes
Job Title	Enter job title.	No
Contact Email	Enter email address. Verify accuracy.	No
Phone Area Code	Enter area code.	No
Phone Number	Enter phone number.	No
Phone Extension	Enter phone extension.	No
Fax Area Code	Enter fax area code.	No
Fax Number	Enter fax number.	No
Email Address	Enter email address. Verify accuracy.	No
Create User Account for the Contact	Check if you want to create a user account for the contact.	No



## To enter additional banks:

9. Select Create under Banking Details.

**ORACLE® iSupplier Portal**
[Close](#) [Preferences](#)

Prospective Dealer Registration: Additional Details

[Back](#)
[Save for Later](#)
[Register](#)

Dealer Name John and Jane Smith Auto Center  
 Tax Identification Number 999999999  
 Franchise Number XXXXX  
 Authorization Code XXXXXXXXXXXXXXXX

**Address Book**  
 At least one entry is required.  
[Create](#)

Address Name	Address Details	Purpose	Update	Delete
No results found.				

**Contact Directory**  
 At least one entry is required.  
[Create](#)

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓		

**Banking Details**  
 At least one entry is required.  
[Create](#)

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

[Back](#)
[Save for Later](#)
[Register](#)

[Privacy Statement](#)
[Close](#) [Preferences](#)

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## Create/Update Bank Account

Enter bank account Information. See explanation of each field below.

10. Select Apply.

You will return to the Additional Details screen.

**ORACLE iSupplier Portal** Close Preferences

Prospective Dealer Registration: Additional Details >

Create Bank Account

\* Indicates required field

\* Country: United States

☒ Account is used for foreign payments  
Account definition must include bank and branch information.

**Bank**

☒ New Bank  
☐ Existing Bank

Bank Name:

\* Bank Routing Number:

[Show Bank Details](#)

**Branch**

☒ New Branch  
☐ Existing Branch

Branch Name:

Branch Number:

[Show Branch Details](#)

**Bank Account**

\* Account Number:

Account Name:

Currency:

[Show Account Details](#)

**Comments**

Note to Buyer:

Cancel Apply

### CREATE BANK ACCOUNT

Field Name	Comments	Required?
Country	Select country.	Yes
Account is used for foreign payments	Is checked by default. If it remains checked the bankname and branch information becomes mandatory.	No
New Bank/Existing Bank	Select Existing Bank. You can search for the name of the bank by selecting the magnifying glass next to the Bank Name field. If you perform the search and the bank does not exist, you can add a new bank by selecting the New Bank radio button.	Yes
Bank Name	Enter bank name.	No
Bank Routing Number	Enter the bank routing number. If you completed the bank name, this information will display automatically.	Yes
New Branch/Existing Branch	Branch Name Enter branch name. The branch must be a branch associated with the bank name on the left side of the screen. If it does not, the bank name will be overwritten with a bank that is associated with the branch you entered.	No
Branch Number	Enter branch number – supplied by the bank.	No
BIC	The bank identifier code is a unique address which, in telecommunication messages identifies precisely the financial institutions involved in financial transactions – supplied by the bank.	No
Branch Type	Select branch type.	No
Account Number	Enter account number.	Yes
Account Name	Enter account name.	No
Currency	Select currency.	Yes
Comments	Enter comments.	No



## 11. Select Register.

**ORACLE® iSupplier Portal**
Close Preferences

---

Prospective Dealer Registration: Additional Details

Back
Save For Later
Register

Dealer Name **John and Jane Smith Auto Center**  
 Tax Identification Number **999999999**  
 Franchise Number **XXXXX**  
 Authorization Code **XXXXXXXXXXXXXXXXXX**

**Address Book**

At least one entry is required.

Create

Address Name	Address Details	Purpose	Update	Delete
John and Jane Smith Auto Center	1234 S. Bend, OK 73159 United States	Payment		

**Contact Directory**

At least one entry is required.

Create

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓		

**Banking Details**

At least one entry is required.

Create

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
1234	US Dollar		CHASEWOOD BANK XXXXXXXXXX	XXXXXXXXXX				

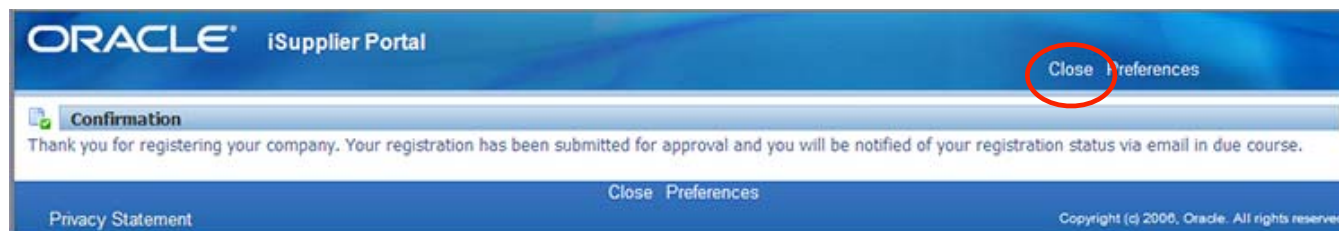
Back
Save For Later
Register

Privacy Statement
Close Preferences
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## Registration Confirmation

12. Select Close.







**DEALER SYSTEM GUIDE**  
**Completing a CARs Login**



### Your Initial Login:

1. Receive an email Confirmation of Registration response from the Car Allowance Rebate System (CARS).

*Note: Be sure to keep a record of your password.*

To	JOHN SMITH
Sent	14-JUL-09 14:38:30
ID	1437

You have been registered as a dealer with National Highway Transportation Administration (NHTSA) for participation in the Cars Allowance Rebate System (CARS) program.

You have been granted access to the CARS iSupplier Portal from which you can submit vouchers for reimbursement under the CARS program. You can access this system through the [Oracle Applications system](#) > CARS website using the username **JJS@DOMAIN.COM** and the password XXXXXXXXX. You will be required to change your password upon your first login for security purposes.



Please contact the CARS Help Desk at (866) CARS-7891 for further assistance. [Notification Detail.html](#)



**If you have not registered with CARS, stop and complete *Completing CARS Registration***

2. Follow the Login link provided in the CARS email to login to CARS.
3. When the CARS login screen appears, enter the login username and the password provided in the email.

*Note: The Accessibility field allows you to choose to render the site optimized for screen readers (for vision impaired). You may select from the drop down list one of the following:*

**None** - No change

**Screen Reader Optimized** - Choose this option if it is necessary to optimize the screen for screen reader usage.

**Standard Accessibility** - Screen will not be optimized for screen reader usage.  
*Note: Language will default to English.*

**CARS**

This application provides access to the DoT CARS system. When logged on to the CARS system, your computer is considered a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy.

Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized CARS, DoT, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion CARS or the DoT personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in criminal prosecution under the Computer Fraud and Abuse Act of 1986 (Public Law 99-474) and the National Information Infrastructure Protection Act of 1996 (Public Law 104-294), (18 U.S.C. 1030), or other applicable criminal laws.

\*User Name: JJS@DOMAIN.COM  
(example: michael.james.smith)

\*Password:   
(examples: 4u99x23)

Login Cancel

Log Assistance


Accessibility: Screen Reader Optimized   
None   
Screen Reader Optimized   
Standard Accessibility

Select a Language: English

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\*User Name

(example: michael.james.smith)

\*Password

(example: 123v23)

Login

Cancel

Login Assistance

Accessibility

None

Select a Language:

English

Privacy Statement

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5. Change the password you were instructed to use to a new password.

*Note: You will complete this change password process only as part of your initial login.*

*Note: Your new password must be at least 8 characters long and have at least one letter and at least one number.*

The screenshot shows the Oracle CARS 'Change Password' form. At the top, the Oracle logo is on the left and a 'Logout' link is on the right. The form title 'Change Password' is centered. Below the title, there are three required fields, each marked with an asterisk: '\* Current Password', '\* New Password', and '\* Re-enter New Password'. Each field contains a series of dots representing masked text. Below the 'Re-enter New Password' field, a note states 'Password must be at least 8 characters long.' At the bottom of the form area are two buttons: 'Submit' and 'Cancel'. A legend at the bottom left indicates '\* Indicates required field'. The footer of the page contains a 'Privacy Statement' link on the left, a 'Logout' link in the center, and the copyright notice 'Copyright (c) 2006, Oracle. All rights reserved.' on the right.



## Password Lockout and Resetting Your Password

6. Use your CARS URL to the CARS login screen and complete your login.

*Note: If the password you use is erroneous for three consecutive times, you will be locked out. You will receive an error message such as the one in the following screen.*

**ORACLE**

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Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized CARS, DoT, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion CARS or the DoT personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in criminal prosecution under the Computer Fraud and Abuse Act of 1986 (Public Law 99-474) and the National Information Infrastructure Protection Act of 1996 (Public Law 104-294), (18 U.S.C. 1030), or other applicable criminal laws.

\*User Name:   
(example: michael.james.smith)

\*Password:   
(example: 4u99v23)

[Login Assistance](#)

Accessibility:

Select a Language:  
[English](#)

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7. Select the 'Login Assistance' link located just below the Login button.

**ORACLE**

This application provides access to the DoT CARS system. When logged on to the CARS system, your computer is considered a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy.

Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized CARS, DoT, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion CARS or the DoT personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in criminal prosecution under the Computer Fraud and Abuse Act of 1986 (Public Law 99-474) and the National Information Infrastructure Protection Act of 1996 (Public Law 104-294), (18 U.S.C. 1030), or other applicable criminal laws.

\*User Name:   
(example: michael.james.smith)

\*Password:   
(example: 4u99v23)

[Login Assistance](#)

Accessibility:

Select a Language:  
[English](#)

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8. Enter your User Name.

The screenshot displays the CARS Login Assistance page. At the top, the CARS logo is visible. Below it, the 'Login Assistance' section includes a note: '\* Indicates required field'. There are two main sections: 'Forgot Password' and 'Forgot User Name'. The 'Forgot Password' section contains the instruction 'Enter your User name; instructions for how to reset your password will be emailed to you.' and a text input field labeled 'User Name'. This 'User Name' field is circled in red. To the right of the input field is a button labeled 'Forgot Password'. The 'Forgot User Name' section contains the instruction 'Enter the email address associated with your account, your user name will be emailed to you.' and a text input field labeled 'Email'. Below the email field is a small example: '(Examples: first.last@domain.com)'. To the right of the email field is a button labeled 'Forgot User Name'. At the bottom of the page, there is a 'Privacy Statement' link on the left and a copyright notice 'Copyright (c) 2000, Oracle. All rights reserved.' on the right.



9. Select Forgot Password.

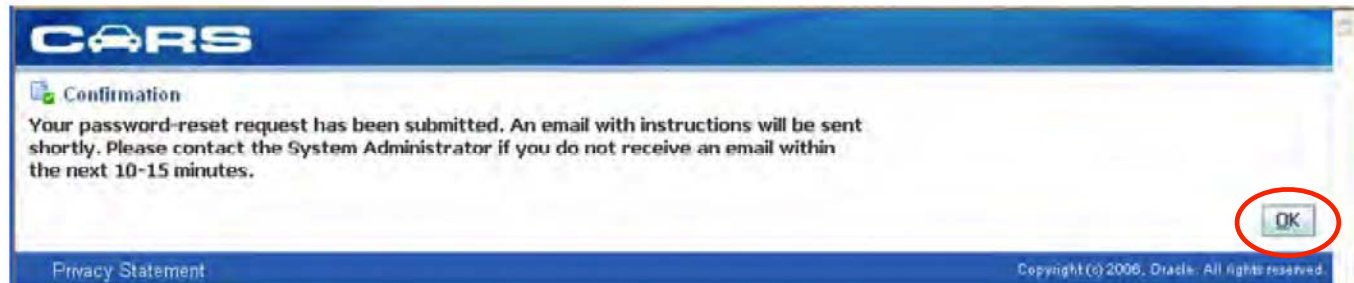
*Note: You will receive a CARS Password Reset Request Confirmation notice. Within 10-15 minutes, you will receive an email with further instructions.*



The screenshot shows the CARS Login Assistance page. At the top is the CARS logo. Below it is the 'Login Assistance' section with a note: '\* Indicates required field'. There are two main sections: 'Forgot Password' and 'Forgot User Name'. The 'Forgot Password' section has a text input field for 'User Name' containing 'JJS@DOMAIN.COM' and a button labeled 'Forgot Password' which is circled in red. The 'Forgot User Name' section has a text input field for 'Email' and a button labeled 'Forgot User Name'. At the bottom, there is a 'Privacy Statement' link and a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

10. Select OK. The CARS Login screen will reappear.

*Reminder: Allow 10-15 minutes for your Password Reset email.*



The screenshot shows the CARS Confirmation page. At the top is the CARS logo. Below it is the 'Confirmation' section with a green checkmark icon. The text reads: 'Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.' At the bottom right, there is an 'OK' button circled in red. At the bottom, there is a 'Privacy Statement' link and a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'



11. Receive Password Reset email.

To	JOHN SMITH
Sent	17-JUL-09 13:14:44
ID	510

Reset your password and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset; the link is only available for a short time.



Notification Detail.html

12. Select the Reset your password link. The Reset Password screen will appear.

13. Enter your username and a new password. Confirm your password and select Confirm Password.

*Note: Remember, your new password must be at least 8 characters long and have at least one letter and at least one number.*



14. Select OK and the CARS login screen will appear.

